

Overview

The 2N GSM (2G)/UMTS (3G) Gateway solutions by ADDCOM Contact Solutions help ensure businesses perform more efficiently. However, as Gateways are constantly active, maintenance becomes an essential element to preserving productivity. To ensure your GSM/UMTS Gateway operates at optimal levels, regular assessment and maintenance is needed. ADDCOM Care is our way to ensure your GSM/UMTS Gateway upholds its peak performance, always.

ADDCOM Care offers peace of mind as your investment is protected from unexpected problems. Feel confident knowing services are carried out by highly qualified ADDCOM technicians, dedicated to protecting your investment.

Response Time

ADDCOM focuses on maximising your uptime to ensure reliable, uninterrupted services. Immediate maintenance is critical in the event of unplanned downtime. As an ADDCOM Care Customer, when you log a call with our Sydney-based Customer Care team, you are guaranteed a qualified technician will respond within 2 business hours of your call, whether onsite or by remote access.

ADDCOM Care Customers have priority over non-maintenance customers, who are not guaranteed the same level of response time. Put yourself at ease with our rapid response to unplanned outages, reassuring you that your business will run smoothly in no time.

No Hidden Fees on Labour and Parts

Configuration backup, new firmware upgrades and other servicing issues are inclusive of your ADDCOM Care.

When you require an ADDCOM technician to service your Gateway during normal business hours, you pay nothing more as your business will be cost-free from all labour and parts charges. Unlike other service jobs, ADDCOM ensures there are no hidden costs.

Phone and Email Support

ADDCOM provides a total support solution addressing hardware maintenance and firmware through phone and email services. Support is during normal business hours. This continuous support option allows you to feel relaxed knowing that your investment is protected every minute of the day.

Firmware Upgrades

New functionalities and improvements occur through firmware upgrades. When firmware upgrades occur, ADDCOM Technicians will install, test and verify the upgrades.

Preventative Maintenance

Choose 2 days a year at your convenience for technical staff to audit your site during normal business hours. This involves testing gateway functionality and installing firmware upgrades. These preventative checks are cost-effective solutions with ADDCOM Technicians taking a proactive approach to safeguard you from potential bugs and future problems. Customer satisfaction levels at ADDCOM exceed the industry benchmark as Technicians help identify and eliminate any problems before they occur, allowing you to run your business efficiently.

Remote Support

Technical staff can access your system remotely and review any particular area that requires attention. Remote access gives customers quick feedback and allows Technicians to troubleshoot the problem rather than waiting for a Technician to attend your site. Having remote access can significantly resolve problems on the first call, getting your business back on track within minutes cutting your downtime.

Features Overview

Be proactive by detecting and resolving problems before they occur. Features shown below will help you understand the service that is needed as a requirement to creating a hassle-free environment.

FEATURES	Out of Warranty	ADDCOM GSM/ UMTS Gateway Care
Telephone and email support	-	✓
Emergency phone support	-	✓
2 hour response times	-	✓
Fault diagnostics	-	✓
Support via remote access	-	✓
Firmware upgrades	-	✓
Test and verify hardware and firmware upgrades	-	✓
Monitor gateway to maximise uptime	-	✓
Firmware upgrades	-	✓
Test and verify hardware and firmware upgrades	-	✓
Automatic SMS alerts of network problems	-	✓
Store backups of configuration	-	✓
Emergency hardware replacement	-	✓
Bi-annual on-site checks <ul style="list-style-type: none"> • Check that all SIMS are working • Look at logs to determine if there have been calls failing and, if so, why they have been failing • Check if signal levels are good • Update customer on new features that could enhance his network operation • Upgrade to latest firmware and test 	-	✓
Labour costs	Charged per hour	Inclusive
Hardware replacement costs	Charged for parts	Inclusive
Length of contract	-	1, 3, or 5 years
Bi-annual preventative onsite checks	-	During normal business hours
Payment options	-	Flexible

Call ADDCOM Contact Solutions today on 1300 788 100 or email salesau@addcom.com and find out how we can help maximise your uptime and future proof your 2N GSM/UMTS Gateway Solutions.